

**PERFORMANCE WORK STATEMENT
SERVICE BUREAU FOR AIRMAN CERTIFICATES**

AIRMEN CERTIFICATION BRANCH, AFS-760

1.0. BACKGROUND

The Airmen Certification Branch is responsible for issuing permanent airman certificates and maintaining certification records on approximately four (4) million airmen. Each year approximately 400,000 certificates are issued. The Airmen Certification Branch requires service bureau produced plastic cards with enhanced security features. The bureau must perform under a critical schedule while maintaining quality control, privacy of the airmen's information, and system security.

- 1.1. Scope of Work:** The contractor shall furnish the necessary facilities, management, personnel, equipment and materials necessary to perform service bureau processing consisting of file management, production of airman certificates and card carriers, distribution to specified destinations, and reporting (coordination with the FAA's Airmen Certification Branch) as further defined in this Performance Work Statement (PWS). The contractor must access electronic files (provided by the Airmen Certification Branch) by File Transfer Protocol (FTP) from a Civil Aviation Registry (Registry) server. The files contain airman data to be included on airman certificate cards. During the life of the contract, design modifications may be made. Design modifications may include airman photographs, changes in graphics, and deletion and/or inclusion of security features. The data (airmen information) is sensitive information protected by the Privacy Act, 5 U.S.C. Section 552a. Therefore, the contractor shall comply with all provisions of the Privacy Act for file access, securing and handling/storage. It is imperative that the appearance of all airman certificates (e.g. colors) produced hereunder remains consistent throughout the life of this contract, unless the Airmen Certification Branch authorizes variances or modifications. The contractor shall not provide samples of airman certificate card stock or components with or without variable data to third parties unless specifically authorized by Airmen Certification Branch. Approximately 400,000 certificates with variable data are generated each year. The daily volume consists of between 600 and 3500 data files.
- 1.2. Period of Performance:** This is a five-year indefinite quantity/indefinite delivery contract consisting of the base year plus four one-year options. The contract is tentatively scheduled to begin October 2008 for one year. Performance may continue per option period through September 2013, if the Government exercises all options.

2.0. DEFINITIONS

2.1. As used throughout this PWS, the following terms shall have the meanings set forth below:

- 2.1.1.** AFS: Flight Standards Service
- 2.1.2.** Batch: For this process, an electronic data file produced by the Airmen Certification Branch, generally each business day, is considered a batch.
- 2.1.3.** CO: FAA Contracting Officer
- 2.1.4.** Contract Quality Assurance: Those actions taken by the Government to assure services meet the requirements of the PWS.
- 2.1.5.** COR: FAA Contracting Officer Representative
- 2.1.6.** COTR: FAA Contracting Officer Technical Representative
- 2.1.7.** Defect: Non-fulfillment of an intended usage requirement or reasonable expectation. It represents any anomaly of the airman certificates or their related products (e.g. card carrier, reports), which prevents reliance upon the accuracy of the data or distracts from the appearance specifications. The airman certificate print process is predominately a computer-based process and, therefore, is expected not to introduce defects.
- 2.1.8.** FAA: Federal Aviation Administration or Airmen Certification Branch.
- 2.1.9.** Hologram: The pattern produced on a hot stamp foil of the type used on major credit cards (e.g. MasterCard and Visa).
- 2.1.10.** Nonconformity: A departure of a quality characteristic from its intended level or state that occurs with severity sufficient to cause an associated product or service not to meet a specification requirement.
- 2.1.11.** Project Manager: The contractor's employee specifically designated the responsibility of managing the required services.
- 2.1.12.** Quality Control Program: This term shall mean all necessary measures taken by the contractor to ensure the quality of an end product or service shall meet the contract requirements regarding timeliness, accuracy, appearance, completeness, consistency, and conformance with appropriate standards and specifications.
- 2.1.13.** Random Defects: Defects that are less severe and are not necessarily cause for rework of an entire batch. Such defects may include card(s) produced when an ink ribbon breaks in the printing process.
- 2.1.14.** Registry: Civil Aviation Registry

2.1.15. Rework: Action taken on a nonconforming product so it will fulfill the specified requirements.

2.1.16. Systemic or Repetitive Process Defect: A systemic process defect shall be any aberrant condition introduced by the contractor in the airman certificate printing and mailing process that results in repeated nonconformities (e.g. back of airman card does not match the airman shown on card front).

3.0. GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.1. The Government shall furnish the electronic files and graphic designs for the performance of this contract. The electronic data files will be approximately 1,600 characters in length, with fixed block format, and include all of the airman's personalized data elements to be printed on the airman certificate. The graphics will be provided in Adobe Illustrator 10 (or lower version). The components acquired by the contractor for the Government are owned by the Government. The daily volume of electronic files will vary based upon the day of the month, season, national economy, and other factors.

3.2. FAA security will perform background investigations on each of the contract employees who have access to Airmen Certification Branch data, FAA Government Furnished property, and materials funded by this contract. Each contract employee will be required to submit completed security documents, i.e., Sensitive Position Form (SF-85) and fingerprint chart (Form FD-258).

4.0. CONTRACTOR FURNISHED ITEMS AND SERVICES

The contractor shall furnish management, supervision, personnel, and equipment to perform each task.

NOTE: The information provided in the electronic files is for official FAA use and shall not be used inappropriately and/or released by the contractor to any external entity or other government agency. All airman certification data is subject to Privacy Act (5 U.S.C. Section 552a) protection and shall be appropriately safeguarded against loss, theft, and disclosure to unauthorized third parties. The contractor shall ensure that no certificates produced hereunder are delivered to anyone except the airman whose name appears on the certificate (mailing to the address of record is considered delivery to the airman) and/or the Airmen Certification Branch or other FAA facility, as directed. All contractor personnel having access to Privacy Act information must comply with FAA security requirements in accordance with FAA Order 1600.1C.

5.0. CONTRACTOR PERFORMANCE.

- 5.1. Project Management:** The contractor shall provide a project manager and an assistant project manager who shall be responsible for coordination of this program in accordance with the Performance Work Statement. The project manager or assistant project manager shall have full authority to act for the contractor.
- 5.1.1.** The project manager or assistant project manager shall be available by telephone between the hours of 9 a.m. and 3:30 p.m. CST to communicate with Government personnel designated as the Federal Aviation Administration (FAA) Contracting Officer Representative/Contracting Officer Technical Representative (COR/COTR) to discuss contract performance. The project manager and assistant project manager shall be able to read, write, speak, and understand English fluently.
- 5.1.2.** During the performance period of this contract, the project manager or his/her designated representative shall be responsible for the submittal of a hard copy and electronic copy of production reports each month to the COR/COTR as more fully described in paragraph 7.8.1.
- 5.1.3.** When a problem occurs which delays production, immediate contact will be made with the COR/COTR to provide information as to the particulars of the delay, the action to be taken to correct the problem, and the estimated time of restoration of service. The 72-hour requirement for production of certificates will be determined based upon the average time per batch between the availability of the electronic data file to the contractor and the contractor's delivery of the certificates for that batch to the Post Office. Depending upon the circumstances of the delay, the COR/COTR may grant and confirm by email a specified number of hours extension for an individual batch or individual airman/airmen, e.g. FAA-caused delays or circumstances beyond the control of the contractor that prevented the contractor or its' subcontractor from processing the batch. Any extension is on a case-by-case basis. Subsequent batches shall be processed within the 72-hour requirement for production of certificates. Timeliness is ascertained based upon the average time for batches processed each month and a determination that batches or airman/airmen with authorized extensions were processed in the allowed time. It will benefit the contractor to process batches early to ensure the average batch does not exceed the maximum time allowed.
- 5.2. Supervision:** The contractor shall identify and provide adequate full-time supervision of each employee assigned under the contract.
- 5.3.** The contractor shall provide services to support the task to be performed in a manner that no lapses in service occur.
- 5.4.** The contractor shall be responsible for training its employees to perform all functions associated with contract performance. The contractor is responsible for

ensuring that all employees assigned to the contract are qualified for the positions and are adequately monitored for performance.

- 5.5. Proof of Concept (POC):** A POC is required to demonstrate to the FAA that the printing and distribution process achieves the outcomes described in Section 7. The POC occurs after the final component materials such as the hologram and card stock have been approved by the FAA and are available to the contractor for POC and production. The demonstration will process approximately 600 test airman certificates. The Registry will provide an electronic file of test airmen records with personalized data. The final enlarged display certificates are not required in the POC.
- 5.5.1.** The test data will include one and two-card airman certificates and blue, black, and gold colored DOT seals. The POC will include all processing by the contractor and FAA that will be required during regular production (such as delivery by the contractor of the daily production report which references the specific electronic data file used). The POC will require shipment of the finished cards affixed to the matching airman card carriers within 72 hours (three business days) after the contractor has been furnished access to the electronic file. The POC test certificates and matching airman card carriers shall be shipped in a manner that ensures delivery to the Airmen Certification Branch for inspection by the next business day. During the POC FAA representatives may be present at the contractor's facility.
- 5.5.2.** Production shall begin within one (1) business day after FAA provides written approval of the POC. The purpose of the POC is to identify and appropriately deal with processing errors and special conditions. Deficiencies will be provided in writing and requirements for additional POCs may be identified to ensure problems have been resolved. The contractor will pay the cost of additional POCs and/or FAA by percentages to the extent each is responsible for the identified errors and conditions. Additional development and POCs shall be accomplished in no more than 72 hours (3 business days). The number of certificates and card carriers to be included in the subsequent POCs will be determined based on the circumstances at that time. All processing defects may not necessarily be identified by the FAA in the POC(s). Individual processing defects are identified and corrected by the contractor at contractor's expense.
- 5.6. Contractor Quality Control:** The contractor shall provide a detailed quality control plan to the FAA within 20 business days after the contract award date. The quality control plan (e.g. International Organization for Standardization (ISO) 10005:1995 is one source which provides guidance) shall specify the procedures and associated resources to ensure the required specifications for the airman certificates are met. The contractor and FAA will discuss details of the plan in an effort to mutually ensure contract specifications are met with minimal waste and that security is maintained (e.g. server is secured). The quality control plan will be revised as needed at contractor expense to ensure the current specifications of

this contract are incorporated and maintained throughout the life of this contract. As required, revisions to the plan will be provided to the FAA within five (5) business days after changes are incorporated. A comprehensive quality control process as described in the quality control plan shall be implemented as part of the Proof of Concept and become an integral part of contract performance. Recognition that revisions to the quality control plan may be needed does not alleviate the contractor of the requirement to implement quality into the entire process, including system development, production, and maintenance. The contractor must ensure compliance with the contract specifications in producing a quality airman certificate, which is evident in the first card produced and remains consistent over the life of the contract. The plan and program shall include, but is not limited to the following:

- 5.6.1.** An inspection system covering all services to be performed under this PWS is required as part of the quality control plan. The system will identify deficiencies in the quality of services performed before the level of performance becomes unacceptable. The system may include program edits, inspections, logs of equipment and personnel responsible at each production process. The system should include any other efforts needed by the contractor to ensure noncompliant certificates are not distributed and that causes of nonconformities are identified and corrected. Contractor emphasis on proper system development, testing, and oversight should avoid systemic or repetitive process defects during production.

Note: When systemic or repetitive process defects have been identified, which may be and are assumed to be repeated in certain batches, FAA may require those batches be reprocessed at the contractor's expense. Latent defects, random defects, and/or defects discovered by the airman resulting from errors by the contractor will, when discovered, be corrected and reprocessed at the contractor's expense. Noncompliant certificates with defects resulting from errors in the electronic data file provided by FAA will be reprocessed at the FAA's expense.

- 5.6.2.** Maintain an inventory/reconciliation process that accounts for each card and hologram. Strict accounting for the cards and holograms is necessary to discourage pilferage that could result in counterfeit certificate production. Report to the FAA at least monthly, or more frequently as needed, to inform FAA of supplies (e.g. holograms, card stock, card carriers, envelopes) that may require replenishment within 90 days.
- 5.6.3.** A file of all inspections conducted and corrective actions taken shall be developed and maintained. The documentation shall be made available to the Government at the conclusion of Proof of Concept, upon request during the life of the contract, and within three (3) months thereafter. A summary detailing the Quality Control efforts, findings, and corrective actions will be provided monthly to the COR/COTR.

- 5.7. Delivery Schedule: The contractor shall perform the services defined in this PWS in accordance with the performance period designated per delivery order. All airman certificates will be processed and mailed within 72 hours (three business days) of access to the electronic files unless the FAA grants an extension.
- 5.8. Weekends and Federal Holidays: Except as noted in Section 5.7, work shall not be required on weekends and the following holidays nor on holidays observed in lieu thereof:
- New Year's Day (January 1st)
 - Martin Luther King's Day (3rd Monday in January)
 - President's Day (3rd Monday in February)
 - Memorial Day (Last Monday in May)
 - Independence Day (July 4th)
 - Labor Day (First Monday in September)
 - Columbus Day (Second Monday in October)
 - Veteran's Day (November 11th)
 - Thanksgiving Day (Fourth Thursday in November)
 - Christmas Day (December 25th)
- 5.9. Travel: It is not anticipated that any contractor travel will be required under the terms of this contract.

6.0. CONTRACT QUALITY ASSURNACE:

The Government reserves the right to inspect by any means, such as database comparisons, questionnaires to airmen, inspections of products, and site visits, to evaluate the contractor's performance. The FAA reserves the right to reject batches without inspection when systemic or repetitive process defects have been identified which are logically assumed to be repeated in those batches produced under the identical conditions as the batch(es) that reveal a systemic defect. For example, a systemic or repetitive process defect could surface as the result of complaints from airmen indicating the wrong card stock was used for cards produced on a particular day. FAA will advise the contractor of any deficiencies noted and of expected results. Site visits by Government representatives may be included as part of Quality Assurance and shall be conducted during the contractor's normal business hours. Contractor will cooperate with Government representatives and provide access to records, personnel, processes, and equipment as needed.

7.0. REQUIRED FUNCTIONS:

The Airmen Certification Branch requires a service bureau to process and distribute three types of cards, airman certificates with photograph, airman certificates without photograph and Air Traffic Control Credentials. The services include the following basic functions:

- Card Stock Preparation (see paragraph 7.1).
- Printing Card Carriers and Left Window Envelopes (see paragraph 7.2).
- Accepting and Processing an Electronic File Via File Transfer Protocol (FTP) (see paragraph 7.3).
- Printing Airman Certificates on Composite PVC Cards (see paragraph 7.4).
- Mailing the Airman Certificates to Addresses Provided in the Electronic File (see paragraph 7.5).
- Returning Certain Flagged Certificates to the Airmen Certification Branch (see paragraph 7.6).
- Providing Enlarged Display Certificates (front and back) with Eye Readable Micro printing (see paragraph 7.7).
- Providing Monthly Reports of Certificate Production (see paragraph 7.8).

7.1. Card Stock Preparation:

7.1.1. Airmen Certificate Card Stock. The contractor shall provide approximately 399,700 identical high quality composite plastic media cards as stock, size of 2-1/8" x 3-3/8", weight of 30 mil, with the colored graphics preprinted using micro printing in select areas on the front and back of cards, ultraviolet (UV) printing on front and back of cards, magnetic stripe affixed to back of cards, signature panel on card back, and hologram affixed to card front. Durable inks and materials should be used by the contractor to extend the card life as airman certificates generally do not have expiration dates and are retained indefinitely. The month and year (e.g. 0503) the card stock is produced shall be shown in small size font on the bottom right corner of card back, below the signature panel, in accordance with industry practice. The card manufacturer's logo shall not be included. Other information (e.g. production control number) may be included upon approval by FAA. Proofs of card stock printing shall be provided to ensure the graphic images match the samples provided (e.g. colors are true) and micro printing captures appropriate text and is sharp and legible under appropriate magnification.

7.1.2. Air Traffic Control Card Stock. The contractor shall provide approximately 20,000 identical high quality composite plastic media cards as stock, size of 2-1/8" x 3-3/8", weight of 30 mil, with the colored graphics preprinted using micro printing in select areas on the front and back of cards, ultraviolet (UV) printing on front and back of cards, magnetic stripe affixed to back of cards, signature panel on card back, and hologram affixed to card front. Durable inks and materials should be used by the contractor to extend the card life as airman certificates

generally do not have expiration dates and are retained indefinitely. The month and year (e.g. 0503) the card stock is produced shall be shown in small size font on the bottom right corner of card back, below the signature panel, in accordance with industry practice. The card manufacturer's logo shall not be included. Other information (e.g. production control number) may be included upon approval by FAA. Proofs of card stock printing shall be provided to ensure the graphic images match the samples provided (e.g. colors are true) and micro printing captures appropriate text and is sharp and legible under appropriate magnification.

- 7.1.3. Airmen Certificate Card Stock with Color Photo.** The contractor shall provide approximately 300 identical high quality composite plastic media cards as stock, size of 2-1/8" x 3-3/8", weight of 30 mil, with the colored graphics preprinted using micro printing in select areas on the front and back of cards, ultraviolet (UV) printing on front and back of cards, magnetic stripe affixed to back of cards, signature panel on card back, and hologram affixed to card front. Durable inks and materials should be used by the contractor to extend the card life as airman certificates generally do not have expiration dates and are retained indefinitely. The month and year (e.g. 0503) the card stock is produced shall be shown in small size font on the bottom right corner of card back, below the signature panel, in accordance with industry practice. The card manufacturer's logo shall not be included. Other information (e.g. production control number) may be included upon approval by FAA. Proofs of card stock printing shall be provided to ensure the graphic images match the samples provided (e.g. colors are true) and micro printing captures appropriate text and is sharp and legible under appropriate magnification.
- 7.1.4.** The Artwork for the Airman Certificate (with and without photo), the Air Traffic Control Credential designs (background graphics, variable data layout, and text for use in the micro printing to produce the card graphics), will be provided by FAA using Adobe Illustrator version 10 or lower software (samples shown in Technical Exhibits 5, 6, and 7). The contractor will use those in finalizing the card layout and incorporation of extensive micro printing. The graphics will be placed in a private website. The contractor will be given access to this location through normal security login procedures. The contractor will access the file location and the file may be shared with the subcontractor who will produce the card stock.
- 7.1.5.** The FAA seal graphics will be placed in a private website. The contractor will be given access to this location. The contractor will access the file location and download the files to a secure server. These files may be shared with the subcontractors who will produce the component materials such as the holograms and card stock.
- 7.1.6.** High coercivity magnetic stripe (2750 OE Track 2).

- 7.1.7.** A silver hot stamp foil hologram of the FAA seal, in at least three layers, approximately 1/2 inch in size (circle or square) shall be stamped on the card front. The hologram shall include micro printing in the white space around the globe and repeat “FAA CHARTING THE NEXT CENTURY OF FLIGHT.” The hologram, like the other components, will be owned by the government. The size, shape, design, and placement of the hologram must be approved by the Airmen Certification Branch prior to production of finished cards. The hologram will be aesthetically located to the right of the FAA Administrator’s signature without covering the running figure in the graphics. Hologram placement will not negatively impact variable data. The Airmen Certification Branch may approve minor adjustments on the card layout if needed to accommodate printing requirements. Artwork of the FAA Seal will be provided to contractor using Adobe Illustrator version 10 or lower.
- 7.1.8.** Text for use in micro printing as part of the card graphics consists of approximately 1,500 characters and spaces. Artwork for the layout of the micro printing on the card stock will be provided by FAA using Adobe Illustrator version 10 or lower software. The contractor will use that file to finalize the micro printing in a manner that ensures legibility under 18MM-15X magnification without distracting unreasonably from the graphics. FAA will judge the legibility and graphic quality as part of the proof approval process. The contractor shall acquire the Airmen Certification Branch’s approval of any changes to the micro-printing layout including the font and size of the micro printing to be used in the graphics (e.g., 1.5 point) prior to submission of the card graphics with micro printing proofs. Instructions for placement of micro printing on the graphics will be faxed to contractor within 5 business days after award. Micro printing shall match text and layout provided unless variations for printing, security, and other purposes are agreed upon during development. Intentional alterations of the characters (e.g. reversed or intentionally damaged characters) or other changes may be authorized by FAA to make counterfeiting of the certificates more difficult.
- 7.1.9.** A completed nondisclosure statement by the contractor, which is binding to all of its employees and subcontractors, is required of the contractor as a prudent measure by the FAA to reduce unauthorized access to information that could be used to produce counterfeit airman certificates, such as the graphics, card layout, and electronic data file. The nondisclosure agreement form is included in Technical Exhibit 7. Access to the graphics, card layout, production electronic data file, and text for use in micro printing and suggestions for placement of micro printing will be provided to the contractor upon, or as needed after award. Deviations from provided designs shall be coordinated and approved by FAA.

- 7.1.10. Ultraviolet printing with the graphics provided by the FAA should be included on the card front and card back in a way to enhance security without distracting from the aesthetics or durability of the card. Proofs of ultraviolet printing should be provided with and without card graphics to ensure the images do not interfere with each other.
- 7.1.11. Once the card stock has been printed with the graphics, micro printing, holograms, magnetic stripe, and ultraviolet images, the contractor shall send ten (10) sample cards (without variable data) to the FAA. These are taken out of the stock that will be used in production.

7.2. Printing Card Carriers and Left Window Envelopes.

- 7.2.1. The contractor will print 380,000 card carriers, size 8.5 x 11 inch, on stock with weight appropriate for its use, and folded in thirds like a “Z” with the top one-third perforated for detachment from the remaining two-thirds. The layout and artwork for the front and back of the card carrier will be provided to the contractor using Adobe Illustrator version 10 or lower software (sample shown in Technical Exhibit 4). The graphics for the card carrier will be placed in a private website. The contractor will be given access to this location. The contractor will access the file location and download the files to a secure server. This file may be shared with the subcontractor who will produce the card carrier. Proof(s) of the card carrier shall be provided to the Airmen Certification Branch for approval. An address change block on the right side will be positioned so data does not appear through the envelope window. Colors utilized for card carrier shall be as identified on artwork provided by FAA. Once the card carriers have been printed, the contractor shall send ten (10) sample card carriers to the FAA from the stock that will be used in production.
- 7.2.2. The middle one-third panel of the card carrier front will contain graphics similar to the airman certificate, a full color FAA seal, and Privacy Act (PA) Information. The color will bleed off the sides. The contractor will glue dot affix the composite PVC card (airman certificate) in the middle section over the Privacy Act statement. The card carrier is designed to allow at least ½ inch from the top of the middle section and right edge. PA information will be printed in black ink. Although the graphics should appear behind the PA information, the PA information must remain legible once the card is pulled off. In some instances, two cards will be affixed to the middle third of the carrier for mailing. It may be necessary for the contractor to affix the second card over the theme of the graphics, in a suitable location for weight distribution in the envelope. The graphics have been designed as a one-card carrier to accommodate the majority of airman certificates.

- 7.2.3.** The bottom one-third panel of the card carrier and the back of the card carrier contain black or blue text on white background as indicated on artwork provided.
- 7.2.4.** The contractor will initially print approximately 85,000 of the annual requirement of Number-10 Permit Number G-44 left window envelopes. A master design similar to that provided in Technical Exhibit 3 will be provided by FAA using Adobe Illustrator version 10 or lower software and should be duplicated by the contractor on suitable weight stock paper. Proof(s) of the envelope(s) shall be provided to the Airmen Certification Branch for approval. Once the left window envelopes have been printed, the contractor shall send ten (10) sample envelopes to the FAA from the stock that will be used in production. During the term of the contract, additional envelopes may be required that use the same or a different permit number or that require a different method of meeting postal requirements.
- 7.2.5.** The card carriers used for mailing the Air Traffic Control Credentials will be 8.5 x 11 inch, plain white card stock with weight appropriate for its use and folded in thirds like a "Z" with the top one-third perforated for detachment from the remaining two-thirds. The contractor will glue dot affix the composite PVC card (Air Traffic Control Credential) in the middle section. The card carrier is designed to allow at least ½ inch from the top of the middle section and right edge.

7.3. Accepting and processing an electronic file via File Transfer Protocol (FTP):

- 7.3.1.** At the completion of each business day (after 6 p.m. CST), the Airmen Certification Branch will generate an electronic data or print file that generally contains data for between 600 and 3,500 (estimated at approximately 400,000 per year) airmen records. The file contains the personalized information necessary to print the airman certificates. The electronic data file is considered a batch. The contractor must access the electronic data file by File Transfer Protocol (FTP) from an FAA server. These are large zipped files. One or more sample FTP files will be provided for contractor testing and reporting.
- 7.3.1.1.** These files will be placed in a Registry FTP location. The contractor will be given access to this location through normal security login procedures. The contractor will access the file location and download the file to a secure server that is dedicated to the storage of airman certificate information.
- 7.3.1.2.** The contractor will process this file and place personalized data from each field in the file layout in accordance with the designed airman certificate form. FAA will advise contractor on proper placement of data elements in card layout. Personalized identification information is to be shown on the front of the card with the airman's ratings and limitations on the back of the card.

A second card may be required when the airman's ratings and/or limitations exceed space allowed on one card. Such airmen will be flagged on the electronic data file. The front of the cards will show the "CARD 1 OF 2" or "CARD 2 OF 2" notation. This data field will contain blanks on the electronic data file for all one-card certificates.

- 7.3.1.3.** The size of the signature panel should allow 19 lines with 70 characters of variable text to fit on the card backs as indicated on Technical Exhibits 1 and 2. Information and data placement for the card backs will be sent in a block. A second complete record will be provided for two-card certificates that will include the continuation of data. FAA may implement adjustments to the electronic data file to mutually resolve quality or production concerns.
- 7.3.1.4.** To assist in the development of system edits, it should be noted that the same airman may have more than one certificate issued with the same certificate number (e.g. pilot and mechanic certificates) and showing the same date of issue in the electronic data file. Only both cards of the two-card certificate must be affixed to the same card carrier. Multiple one-card certificates for the same airman must be mailed separately to comply with Permit Number G-44 restrictions. Should a Manifest System or other solution be implemented which allows envelope contents to vary, the FAA may agree to allow the contractor to mail together in the same envelope all certificates from the same batch for the same airman.
- 7.3.1.5.** The FTP electronic data file can be accessed as instructed by email and will always reference the file by YYMMDDHH to ensure the correct file is communicated. The contractor must immediately report any discrepancies in the print file to the Airmen Certification Branch so that timely corrective action is taken. On rare occasions, transmission of the electronic data file may be delayed by the FAA and result in files being combined for several days and sent in one file or re-sent with corrected data. The contractor must have sufficient capacity to catch up and keep up within a reasonable time after transmissions are resumed (e.g. generally one-day extension for each day of delay caused by FAA). Data fields to be included in the electronic data file appear in Technical Exhibits 1 and 2.
- 7.3.2.** To ensure all data for all certificates is transmitted and received, a statistics file will be provided at the time the airmen data is posted. FAA will establish with input from the contractor a suitable notification process (e.g. electronic mail or daily direct access) to communicate posting and availability of the electronic data files. The statistics file will include at a minimum the total number of airmen records, total

number of certificates to be issued for each seal color, total number of certificates with a second card, and the total number of airman certificates to be returned to the Airmen Certification Branch. Additional information such as the airman's name, certificate number, and certificate type will be included for two-card certificates and certificates that have been flagged for return.

7.3.2.1. Immediately after receipt of the FAA's notification or daily file access, the contractor shall notify the Airmen Certification Branch by agreed procedures (e.g. return 'reply-with-history' email) to confirm that all files were received without problem. Problems in transmission shall be communicated to FAA immediately to avoid delays in processing. When certificates for each day's batch have been distributed, the contractor shall add on to the previous communication string (e.g., email messages) for that batch using its batch reference name or number and confirm which certificates were distributed and the day and time they were delivered to the Post Office, either directly or by the 'presort house'. Airman certificates that are flagged for delivery to the Airmen Certification Branch and are added to the next overnight mail group are considered as timely when the batch they were taken from is timely.

7.3.3. At the end of the contract or earlier as deemed necessary by either party (e.g. at the completion of development and testing to ensure testing data is not mixed with production data), the contractor shall ensure that airman certification data is totally eliminated from the contractor's computers and storage devices and certify such to the Airmen Certification Branch.

7.4. Printing Airman Certificates on Composite PVC Cards:

7.4.1. The contractor will print the airman certificate information and photo (if included) as thermally imaged variable data on the customized card stock. All data must be completely legible. For example, it appears that Aerial 6 font in caps allows the largest combination size and font that will permit 70 characters per line on the card back. The card front and back finish should be glossy and the graphics, front and back, should bleed off the edges of the card. The entire manufacturing process must result in producing flat cards that are free from manufacturing defects such as burred edges, lamination separation, and surface debris.

7.4.1.1. All information and only that information as specified by the FAA shall appear on the cards and card carriers. A signature panel on the card back is required for the airman's ink signature. Instead of a solid white signature panel, a preprinted 'spider web' design or the word "FAA", or a substitution agreeable to the FAA, could be repeatedly printed on the signature panel to increase security. The custom signature panel design substitution could be included at minimal expense as a dual silk screen-printing process. Variable

data, with the exception of the seal color, should be printed in black ink. Durable high quality inks should be used by the contractor to extend the card life as airman certificates generally do not have expiration dates and are retained indefinitely. All data printed on the card surface shall not smear, chip, rub off or otherwise degrade due to improper manufacturing processes or controls. Proofs of card stock with variable data for one and two card certificates shall be provided to ensure the variable data meets contract specifications (e.g. data is positioned correctly).

- 7.4.1.2.** The Department of Transportation (DOT) seal (in the upper right corner of the front of the card) may be printed with the variable data or preprinted with the card stock as preferred by the contractor to reduce overall production costs while maintaining quality and correct association with the correct airmen. The DOT seal is printed in one of three colors either blue specifically Pantone 285C, black, or gold specifically Pantone 143C. A code (i.e., seal) included in the electronic data file will identify the DOT seal color for each airman certificate.

Approximately 58 percent of the certificates will require blue (Pantone 285C) seals, 38 percent require black seals, and 4 percent will require gold (Pantone 143C) seals.

- 7.4.1.3.** Certain data, such as the likeness of the FAA Administrator's signature and data field descriptions as indicated in FAA provided artwork, placed in a private website by FAA must be included by the contractor to fit the layout and other specifications. Such data may be referred to as variable data because the contractor is expected to print it at the same time as personalized data, but the fixed data will not be included in the electronic file. Before the contract expires, the FAA Administrator may change at least once and require insertion of a different electronic signature. Updates to the likeness of the Administrator's signature will be provided by FAA for use by the contractor beginning on a specified date(s) at no additional cost to the Government. The location of the data field descriptions (e.g., XIII Limitations) may shift considerably on the card back based on the number of ratings and blank lines provided by FAA in the block of data.

- 7.4.2.** Appropriate steps shall be taken by the contractor to ensure all data provided by the FAA for inclusion on each certificate properly appears on certificates mailed to the airmen or returned to the FAA for disposition. All information provided by the Airmen Certification Branch for inclusion on the certificate and card carrier must be included on the certificate and card carrier and no unauthorized information (e.g. information from another airman) may be co-mingled.

- 7.4.3.** The FAA should be notified in the daily confirmation of production (and in the monthly production report) of any instance when a certificate could not be produced for data provided in the electronic data file. The inability by the contractor to produce individual certificates should be an extremely rare occurrence. The contractor shall advise FAA of the airman's name, certificate type, certificate number, Unique ID, date of the related data and statistics reports (e.g. YYMMDDHH), the detailed reason the certificate was not printed, suggestion on measures to be taken to allow the non-printed certificate to be produced, and the procedure being implemented to avoid that problem in the future.
- 7.4.4.** All inventories, including unused plastic card stock and certificates produced under the contract, shall be protected to prevent unauthorized access. Upon completion of the contract or upon request by FAA, unused plastic card stock, envelopes, card carriers, and holograms shall either be returned to the FAA or properly destroyed.
- 7.4.4.1.** The destruction of card stock and holograms by the contractor should be accomplished by crosscut shredding, ensuring that no piece is larger than 1/4" square. If shredding occurs in strips, then cards shall be placed in shredder so not to produce readable strips. Destruction is to occur within 15 business days of FAA notification. A certificate of destruction shall include the description and volume of card stock being destroyed. The certificate shall be provided to the FAA upon completion of destruction. A report to include the description and volume of card stock being returned to the FAA will be provided prior to shipment of the unused card stock.
- 7.4.5.** Card stock and other media which contains airmen data produced as a by-product or considered as waste in the production process shall be physically destroyed or deleted as appropriate to prevent possibility of unauthorized disclosure or subsequent use in producing fraudulent or counterfeit certificates. (Reference: Privacy Act, 5 U.S.C. Section 552a).
- 7.4.6.** Most airman certificates will have one card, but there will be occasions when an airman certificate will have two cards, due to the number of ratings and limitations on the certificate. In those instances the contractor will print the words "CARD 1 OF 2" on the bottom left corner of the front of the first card and "CARD 2 OF 2" on the bottom left corner of the front of the second card. The determination to leave that data field blank, or indicate the card number is made by FAA and provided in the electronic data file. The placement and amount of data shown on the card back(s) is determined by FAA for each airman certificate and is provided in the electronic data file. FAA can adjust the electronic data file as needed to prompt a second card to fit the maximum number of characters available. The front of both cards will be identical in situations where an airman's certificate requires two cards except for the "CARD 1 OF 2" and "CARD 2 OF 2" notation described

above. The back of each card will contain a signature panel. The contractor shall ensure both cards for the same airman certificate are mailed in the same envelope to the airman. An exception may be permitted for two-card certificates, when circumstances warrant and if mutually agreeable, to affix both cards to the same card carrier and mail the cards and carrier to FAA for distribution. Less than one (1) percent of airmen will require two (2) cards per certificate.

As clarification, many airmen hold more than one (1) certificate (e.g. mechanic certificate and pilot certificate). All certificates held by an airman may be reissued upon loss and appear in the electronic record for the same day. If one airman certificate contains two (2) cards, both cards will be affixed to a single card carrier and mailed in a separate envelope, unless those cards with carrier are returned to the Airmen Certification Branch for distribution.

- 7.4.7.** A layer of clear overlay will be placed on the front and back of each card, omitting the signature panel and magnetic stripe. This is to help protect the printing from rubbing off.

7.5. Mailing the Airman Certificates to addresses provided in the electronic file:

- 7.5.1.** The contractor will individually print the airman's name and address on the top one-third of the custom card carrier. Such information as necessary for proper mailing shall appear through a number 10 left window envelope. The full address shall be typed in upper case Roman letters and Arabic numbers. When addressing international mail, only the country name as provided on the electronic data file shall appear on the last line of the address block area. The contractor shall also include the Delivery Point Bar Code as part of the address block on the mailer if a 'presort house' is not used. Significant mailing discounts are available to the FAA when the contractor uses a 'presort house' to place the Delivery Point Bar Code on the envelope and then co-mingles the FAA mail with a larger volume. The airman's date of birth and certificate number shall also be printed in the appropriate address change blocks on the card carrier with the Unique-Number (Unique-No) printed beneath the signature block and above the fold. The airman's name will not be preprinted in the address change block. Only the certificate holder's name and mailing address may appear through the envelope window.
- 7.5.2.** The contractor will use the contractor-provided number-10 Permit Number G-44 left window envelopes to mail all certificates except those being returned to the FAA unless other instructions are provided. The G-44 permit allows contractors to mail official Government correspondence without paying postage. Should the G-44 permit be discontinued, other mailing procedures such as metering mail may be required. All responsibilities related to mailing such as preparation of applications and reports shall be prepared by the contractor as required. The contractor will, for example, complete the Postal Service Form

3615, Mailing Permit Application and Customer Profile; prepare postal reports for each mailing that provides at a minimum the number of pieces, weight per piece, number of trays, bulk mail center information; and prepare monthly reports for the FAA similar to the postal reports.

- 7.5.3.** The contractor must have pre-sort software to presort envelopes by zip code before delivery to the post office unless that requirement is being assumed by a presort house. The G-44 permit for first class mail requires that pre-sorted mail pieces weigh the same (unless a Manifest System is used) and consist of at least 500 envelopes for each mailing. A Manifest System may be used under the permit to deviate from the required weight, content, and volume limitations. Without use of a Manifest System or other mutually agreeable solution, envelopes with two (2) cards would likely not meet the permit limitations. Additional discounts or credits to the FAA may result from co-mingling FAA mail in a presort house which is acceptable and desirable so long as the security of the FAA mailings is maintained and the total processing time for certificate processing and mailing does not exceed the 72 hour (three business day) requirement.

7.6. Returning Certain Flagged Certificates to the Airmen Certification Branch:

- 7.6.1.** FAA will require some specific airman certificates (e.g. group mail mechanics) to be printed and returned to the Airmen Certification Branch for in-house delivery. These certificates will have an electronic flag set in the print file. These certificates affixed to the personalized card carrier(s) must NOT be mailed to the address on the certificates but must be returned to the Airmen Certification Branch via overnight mail. It is anticipated that overnight mailing will be required on Tuesdays and Thursdays for next business day delivery. It is anticipated that generally fewer than 50 airmen certificates will require return each week. On rare occasions (approximately 20 times in a year) the contractor may be directed by the COR/COTR or other identified FAA representative by phone or email to pull and return an airman's certificate that was not flagged on the print file. Freight costs can be charged to the Government's account.

7.7. Providing Enlarged Display Certificates with Eye Readable Micro printing:

- 7.7.1.** The contractor shall replicate the front and back of the customized card stock, enlarged on rigid plastic or paper construction, for display in potential court presentations to clarify how the FAA-issued certificates differ from alleged forgeries. The enlargements should be proportional and replicate the actual graphics and colors of the card stock used on airman certificates and are of sufficient size to allow the micro printing which is part of the graphics to be read with the naked eye from arm's length.

- 7.7.2.** A proof copy of the enlarged certificate graphics with eye readable micro printing should be provided to FAA with the card graphics proofs. This will allow the location of the micro printing to be proofed and approved by the Airmen Certification Branch before production of the card stock. A proof copy of the enlarged certificate graphics with eye readable micro printing and overlay of the variable data, including replication of the hologram, should be provided to FAA with the completed card proofs. This will allow the text in relation to the location and content of the micro printing and graphics to be proofed and approved by the Airmen Certification Branch before POC and production begins.
- 7.7.3.** The contractor shall provide two (2) final hardcopy sets and an electronic copy of the fronts and backs on CD in Adobe Illustrator version 10 or lower software to the FAA within 20 business days after the first production certificates are mailed.
- 7.7.4.** The two (2) finished sets shall include the front and back card stock graphics with and without variable data layout [two (2) sets of four (4) enlarged cards]. The variable data overlay should look similar to the samples for the 'card front with text for 1 of 1' and the 'card back with text' which may display Xs for personalized information. These samples will be provided electronically with the other graphics.

7.8. Providing Monthly Reports of Certificate Production:

- 7.8.1.** The contractor shall provide to the CO and COR/COTR a monthly hard copy and electronic copy production report detailing the status of the prime contractor's facilities, staffing, system implementation, operational performance including quality issues, and the status of services being provided by subcontractors. Operational performance will include at a minimum the number of each certificate type and each seal color that were distributed, produced as waste, mailed directly to the airmen, and returned to the Airmen Certification Branch for each day of production, with daily and monthly totals. The report should also state the number of single-card and double-card issuances that contributed to the totals and include the airman's name, certificate number, and certificate type for each two-card certificate and all certificates returned to FAA.

Additionally, the report shall include the numbers of certificates not issued due to rejects in the electronic printing process. Certificates not printed should be an extremely rare occurrence and will be included on a report listed by name, certificate type, certificate number, Unique ID, date of the related data and statistics reports (e.g. YYMMDDHH), the detailed reason the certificate was not printed, suggestion on measures to be taken to allow the non-printed certificate to be produced, and the procedure being implemented to avoid that problem in the future. Due to the importance FAA places on the accuracy, completeness, reliability,

and timeliness of the certificate issuance process, any problems resulting in delays in distribution, production, or quality concerns should be addressed immediately by the contractor and appropriately communicated with the CO and/or COR/COTR in addition to inclusion in the monthly report.

Each day's production should reference the date (e.g. YYMMDDHH) of the data and statistics reports provided by FAA. Format, content, and changes to the contractor's production report shall be discussed with and approved by FAA. The report shall be produced in a mutually agreeable software application and version and provided to FAA in draft within 20 days after award for FAA's input regarding usability of the report in system development, POC, and production.

A telecom will be scheduled at least monthly between the contractor and FAA to discuss contract requirements and production issues. The hardcopy and the electronic copy of the report will be sent to the CO and COR/COTR not later than seven (7) business days after month's end. Up to 10 additional FAA representatives may participate in the telecoms and require inclusion in the distribution of the electronic report by email. Except for the last month, all reports shall provide plans for the next month and identify current or potential problem areas. At the end of the contract period, the contractor shall prepare a final report detailing the entire project.

- 7.8.2.** The monthly invoice sent to FAA's accounting office should cover the same production period, reference the same daily report dates (e.g. YYMMDDHH), and include the same subtotals and totals by certificate type and seal color of produced airman certificates that were distributed and included, in the electronic monthly production report. A sample of the monthly invoice should be provided to the CO/COTR 30 business days after award to ensure adequate information is provided. Additionally, each invoice must be supported with substantiated data such as postal receipts to verify the timeliness and volume. The contractor should include the corresponding electronic data file daily report date on the top right corner or other location agreeable to the FAA on each postal receipt.

Technical Exhibit 1

CERTIFICATE PRINT DATA ELEMENTS (Revised – 3/31/03)				
File Name:	CZAA.SDPAT.CERTPRT			
Record Length:	1,632			
Block Size:	1,632			
Record Format:	FB			
Field Name	**	Format	Length	Description/Reference
Seal	1	A	1	0=black, 1=blue 2=gold
Second-Card-Flag		A	1	0, 1, or 2
				Indicates return to Airmen
Special-Handling		A	1	Certification Branch
Unique-No		A	8	Not printed - FAA Index No.
Name	2	A	50	<i>IV ICAO Standards</i>
DOB-Military	8	A	11*	<i>IVa ICAO Standards</i>
Sex	9	A	1	
Eyes	13	A	5	
Hair	12	A	5	
Height	10	A	2	
Weight	11	A	3	
Citizenship-Name	7	A	18	<i>VI ICAO Standards</i>
Street-1	3	A	33	<i>V ICAO Standards</i>
Street-2	4	A	33	<i>V ICAO Standards</i>
City-State-Zip	5	A	33	<i>V ICAO Standards</i>
Country-Name	6	A	18	<i>V ICAO Standards</i>
Cert-No	15	A	12	<i>III ICAO Standards</i>
DOI-Military	16	A	11*	<i>X ICAO Standards</i>
Cert-Title	14	A	45	<i>II ICAO Standards</i>
Card-No	17	A	11	Card 1 of 2, 2 of 2 statement
Back-Card-Fill	18	A	70/19	
				Ratings/Type Ratings & Limitations
				* DD MMM YYYY Format

** Note: FAA will advise contractor on placement of data elements in card layout.

Technical Exhibit 2

AIR TRAFFIC CONTROL CREDENTIAL CERTIFICATE PRINT DATA ELEMENTS			
File Name:		yyyymmdd.txt	
Record Length:		699	
Record Format:		FB	
Field Name	Format	Length	Description/Reference
Seal	A	1	0=black
Name	A	50	First Name, Last Name, SFX
Facility Name	A	50	
Street-1	A	33	
Street-2	A	33	
City-State-Zip	A	33	
ATC Type	A	45	Air Traffic Control Specialist or Airway Transportation System Specialist
Credential Number	A	9	
Date Issued	A	11	Format: DD MMM YYYY - (fm approval date)
Ratings 1	A	62	
Ratings 2	A	62	
Ratings 3	A	62	
Ratings 4	A	62	
Ratings 5	A	62	
Designations 1	A	62	
Designations 2	A	62	

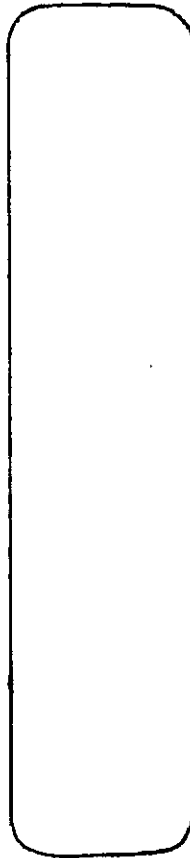
U. S. Department of Transportation
Federal Aviation Administration
Airman Certification Branch, AFS-760
P. O. Box 25082
Oklahoma City, OK 73125-0082

Official Business
Penalty for Private Use \$300
AC Form 1360-200 (2/2003)

FIRST-CLASS MAIL
POSTAGE & FEES PAID
FAA
PERMIT NO. G-44

Technical Exhibit 3

Master Number-10 Left Window Envelope Design



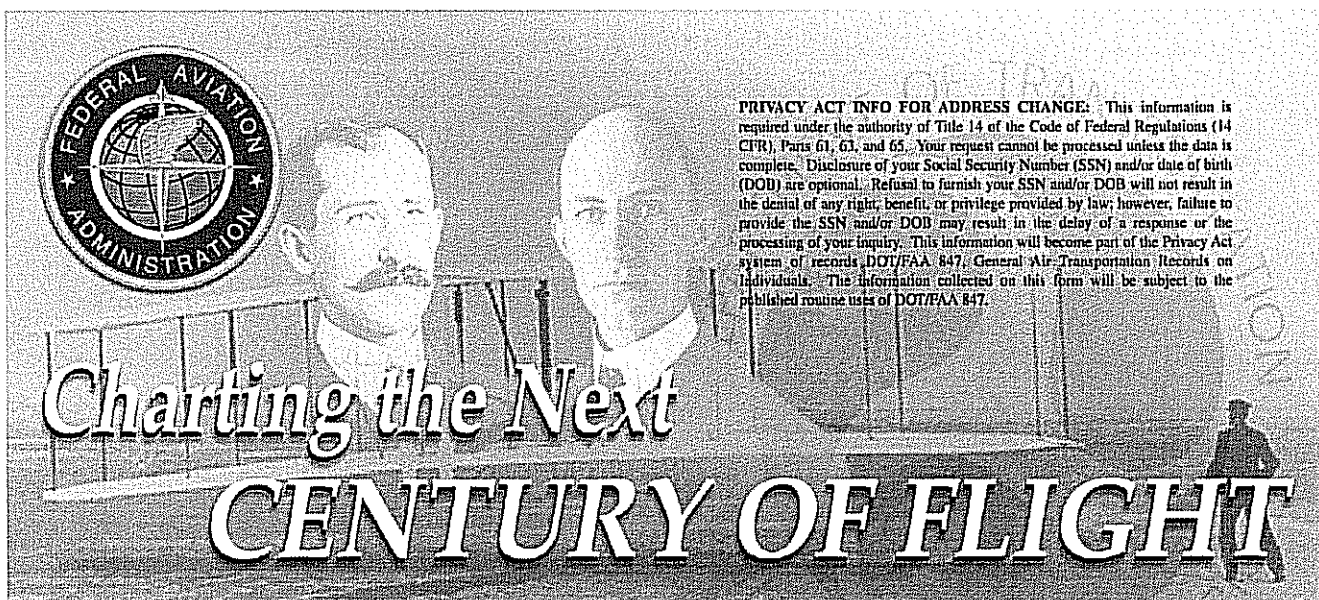
SAFETY IS NO ACCIDENT – IT MUST BE PLANNED

PLEASE SIGN YOUR NAME IN INK ON ITEM VII. (SIGNATURE OF HOLDER)

We invite you to complete our Customer Service Feedback on our web site at <http://registry.faa.gov/naacert>. Written comments should be mailed to the following address:

Federal Aviation Administration
Airmen Certification Branch, AFS-760
PO Box 25082
Oklahoma City, OK 73125-0082

CHANGE OF ADDRESS NOTIFICATION (AIRMEN CERTIFICATE HOLDER) PRINT OR TYPE		
Last Name		
First Name, Middle Initial		
Date of Birth	Certificate Number(s)	
No. and Street, apt., Suite, P.O. Box or R.D. No.		
City		
State	Zip Code	Date
SIGNATURE (DO NOT Print or Type)		



PRIVACY ACT INFO FOR ADDRESS CHANGE: This information is required under the authority of Title 14 of the Code of Federal Regulations (14 CFR), Parts 61, 63, and 65. Your request cannot be processed unless the data is complete. Disclosure of your Social Security Number (SSN) and/or date of birth (DOB) are optional. Refusal to furnish your SSN and/or DOB will not result in the denial of any right, benefit, or privilege provided by law; however, failure to provide the SSN and/or DOB may result in the delay of a response or the processing of your inquiry. This information will become part of the Privacy Act system of records DOT/FAA 847, General Air Transportation Records on Individuals. The information collected on this form will be subject to the published routine uses of DOT/FAA 847.

Replacement: If a replacement certificate is needed, send a signed request identifying yourself by name, social security number, date and place of birth, and certificate number. Provide a permanent mailing address, state the reason for needing a replacement certificate, and include a check or money order for \$2, payable to the Federal Aviation Administration. If your permanent mailing address includes a post office box number, then you must include your current residential address. If your residence address is listed as General Delivery, Rural Route, Star Route, etc., you must provide directions or a diagram for locating the residence attested by your signature. Mail your request to the address above or submit your request online at <http://registry.faa.gov>. Incomplete submission of information on a request for a replacement certificate could delay or deny the issuance of your certificate.

Address Change: To report a change of address, return the completed stub at the top of the page to the address above or submit your change online at <http://registry.faa.gov>. Failure to notify the FAA of a permanent change of address within 30 days could result in the denial of certificate privileges.

Duration: This certificate is of such duration as is provided in the currently effective Federal Aviation Regulations, unless suspended or revoked. An airman is not authorized to exercise privileges of any class or ratings issued in error and should return the certificate immediately for correction. This certificate should be returned to the Airmen Certification Branch within 30 days of death of the airman.

Photo Identification: Federal Aviation Regulations, Part 61.3 requires all pilot flight crewmembers to have a photo ID and a valid pilot certificate or special purpose pilot authorization in physical possession or readily accessible in the aircraft when exercising the privileges of the pilot certificate or authorization.

ICAO Requirements: ICAO requires pilots acting as second in command to hold the appropriate type rating for operations outside the U.S. ICAO requires pilots operating a glider or LTA-Balloon outside the U.S. to hold a valid medical certificate.

Warning: Alteration of this certificate is subject to a fine under U.S. Code Title 18, imprisonment for not more than 3 years, or both. (U.S. Code Title 49, Sec. 46306(b))

AC Form 8060-65 (5-04)

Bold New Look

Airman certificates have been printed on paper since 1926. A century of extraordinary accomplishments in powered flight is represented by the bold new look of airman certificates printed on composite plastic. The front of the card depicts the qualities of the human spirit that made the first controlled powered flight, in the 1903 Wright Flyer, to the billions of commercial flights that followed, a reality. The back of the card depicts Wilbur and Orville Wright and the 1902 Wright Glider, representing the many pioneers, visionaries, and adventurers that dreamed about the possibility of flight and created that reality. The hologram of the Federal Aviation Administration (FAA) seal, colored graphics, and other features make this certificate worthy of the Civil Aviation Registry's efforts to celebrate aviation and help chart the next century of flight. We hope you will carry your certificate with pride as it represents your accomplishments and privileges and our commitment to the aviation community.

Credits: Photographs courtesy of Special Collections and Archives, Wright State University. THE WRIGHT BROTHERS and other marks TM are registered trademarks of the Wright Family Fund, represented by The Roger Richman Agency, Inc., <http://www.wrightbrothers2003.com>.

Civil Aviation Registry Web Site

You are invited to visit the Civil Aviation Registry (Registry) web site, located at <http://registry.faa.gov>. This web site has been established to enhance our customers' experience in the certification of airmen and registration of United States civil aircraft. The Registry web site provides full sets of both the airmen and aircraft databases, various forms used to do business with the Registry, and other useful information. In addition, there are now some services that can be requested and paid for online.

Databases may be downloaded that include limited airmen information for pilots, flight engineers, flight and ground instructors, aircraft dispatchers, mechanics, repairmen, parachute riggers, control tower operators, and flight navigators. Privacy Act information is not included, and addresses are withheld on airmen who chose not to have their address released. All information for aircraft may be downloaded.

One of the many services available on our web site allows airmen to update their mailing address. Not only is it a requirement of Federal Aviation Regulations for airmen to keep their address current, but it is also essential to do so in order to allow the FAA to provide safety related information to airmen as it becomes available.


Airmen can now request a replacement certificate and/or temporary authority to exercise certificate privileges of a valid airman and/or medical certificate in the form of a facsimile (FAX) or e-mail on our web site.

Another service available is the ability to receive Aviation Safety Program fliers through electronic mail. The Registry mails out over 6 million of these fliers each year and this new service not only allows airmen to receive this information electronically, but will save the FAA a significant part of the expense associated with providing safety related information. Airmen can register for this service at <http://faasafety.gov>.

The Registry has a staff of approximately 210 people who interact in one way or another with over 1 million customers every year. We issue an annual average of 180,000 airman certificates and 70,000 aircraft registration certificates, answer over 140,000 telephone calls, reserve 17,000 special aircraft registration numbers (N-Numbers), provide 200,000 copies of records, update over 176,000 addresses, and provide many other services.

The Registry assists in programs affecting aviation safety such as the National Aviation Safety Program by providing statistics and aiding in publicizing the safety programs held in the various FAA regions. The Registry also assists FAA Aviation Safety Inspectors, National Transportation Safety Board investigators, and law enforcement agencies by providing technical advice and certified copies of records. The Registry represents the FAA in court hearings as custodian of the official agency records for both airmen and aircraft.

This is an exciting time of change for the Registry. We hope you find our web site informative and useful.

UNITED STATES OF AMERICA XI 


DEPARTMENT OF TRANSPORTATION • FEDERAL AVIATION ADMINISTRATION



IV NAME
JOHN Q PUBLIC XX


V ADDRESS XX
XX
XX
XXXXXXXXXXXXXXXXXXXX

VI NATIONALITY USA SEX HEIGHT WEIGHT HAIR EYES
IVa D.O.B. 18 AUG 1977 M 75 230 BROWN BROWN

IX HAS BEEN FOUND TO BE PROPERLY QUALIFIED TO EXERCISE THE PRIVILEGES OF
II FLIGHT ENGINEER
III CERTIFICATE NUMBER XXXXXXXXXXXX
X DATE OF ISSUE 16 MAY 2002

XIV 
VIII ADMINISTRATOR





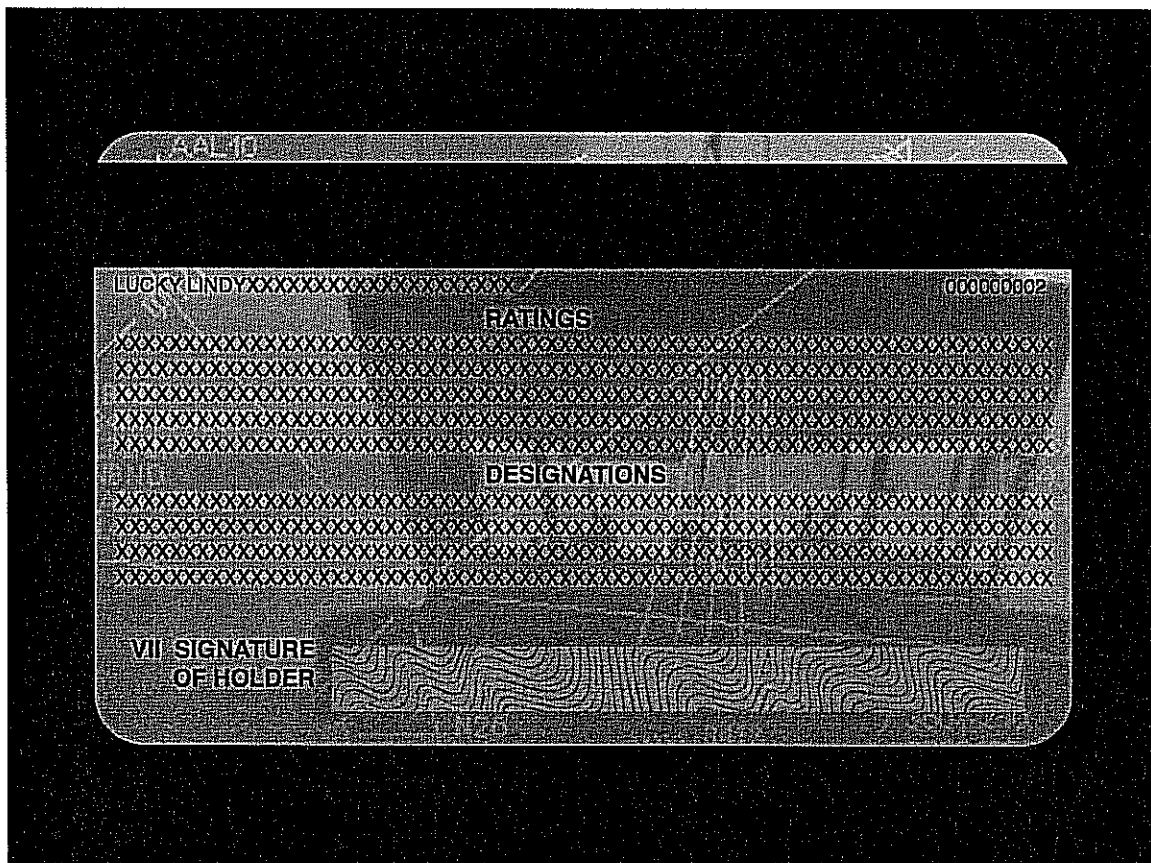
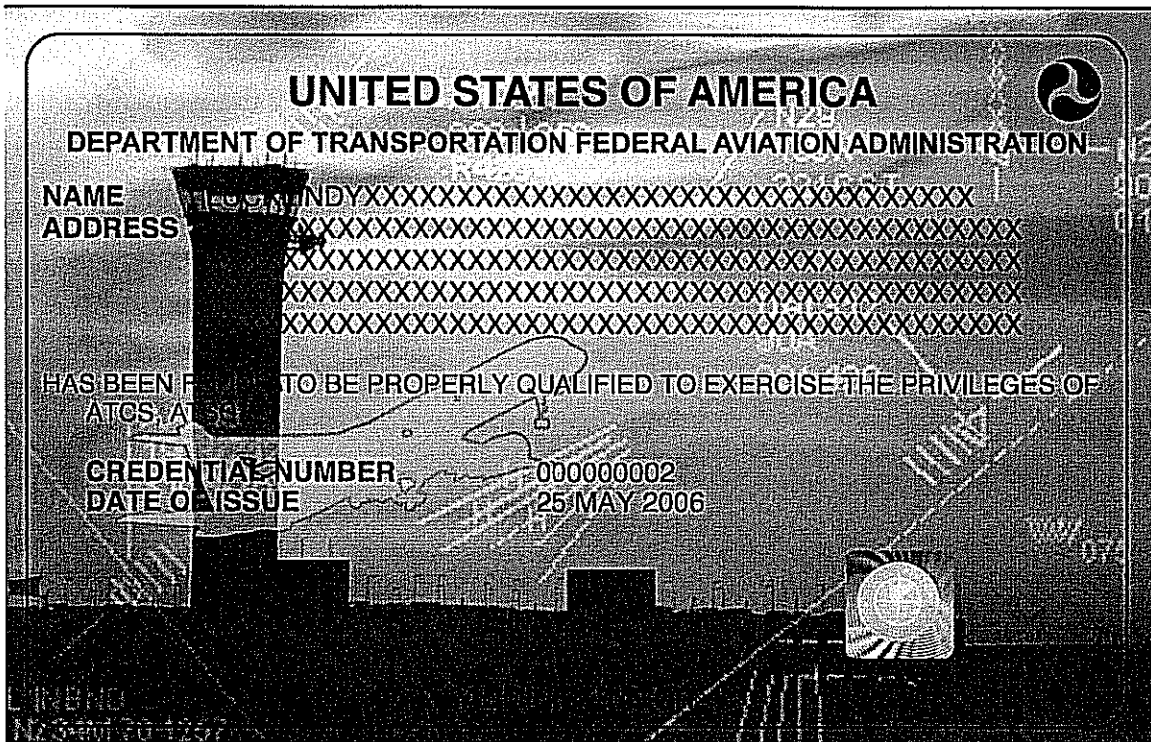



LUCKY LINDY XXXXXXXXXXXXXXXXXXXXXXXX 000000002

XII RATINGS
XX
XX
XX
XX
XX

XIII LIMITATIONS
XX
XX
XX
XX

VII SIGNATURE
OF HOLDER 



 **UNITED STATES OF AMERICA**
DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

IV NAME
JOHN Q PUBLIC

V ADDRESS 8500 S MACARTHUR
OKLAHOMA CITY OK 73169

VI NATIONALITY USA **SEX** M **HEIGHT** 74 **WEIGHT** 210 **HAIR** BROWN **EYES** GREEN


IVa D.O.B 30 MAY 1955

IX HAS BEEN FOUND TO BE PROPERLY QUALIFIED TO EXERCISE THE PRIVILEGES OF

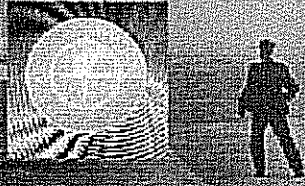
II AIRLINE TRANSPORT PILOT

III CERTIFICATE NUMBER 899999990

X DATE OF ISSUE 21 FEB 2006 **EXPIRES** 20 FEB 2011

XIV 

VIII ADMINISTRATOR



JOHN Q PUBLIC **899999999**

XII RATINGS

AIRLINE TRANSPORT PILOT
AIRPLANE MULTIENGINE LAND
BE-300, BE-300F, BE-1900, N-265
COMMERCIAL PRIVILEGES
AIRPLANE SINGLE ENGINE LAND

XIII LIMITATIONS
BE-300 AND BE-1900 SECOND IN COMMAND REQUIRED

VII SIGNATURE OF HOLDER 



**DATA AND INFORMATION
NON-DISCLOSURE AGREEMENT**

_____ Hereby acknowledges that the Federal Aviation Administration, in preparation for its contracting effort to perform service bureau services to print and distribute airman certificates, may furnish contractor with security sensitive data and/or files, information protected by the Privacy Act (5 U.S.C. § 552a), and other data or files relating to and/or contained in the Comprehensive Airmen Information System of records (CAIS).
contractor hereby agrees not to publish, cause or permit to be published, disclose, permit or cause to be disclosed, distribute, cause or permit to be distributed any such data, documentation and/or information or combination thereof to unauthorized third parties, to the public, and/or into the public domain for any purpose not expressly authorized in the Contract DTFAAC-03-D-09528 dated 24 April, 2003, subsequent orders, and/or by written consent of the Contracting Officer.

_____ Further acknowledges and agrees that this non-disclosure agreement is binding on its officers, directors, employees, agents, assigns, successors and any sub-contractor(s) who have any access of any nature whatsoever to such files, data, documentation and/or information or combination thereof.

If contractor becomes aware of any breach [es] of this agreement by any party, contractor agrees to inform the Contracting Officer as soon as possible and furnish all known details of the breach.

(Contractor)

By: _____
Signature of Person Authorized to Sign

Typed or printed name

Title

Date